

# JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102  
415-865-4272 Telecommunications Device for the Deaf Web site: [www.courtinfo.ca.gov/careers](http://www.courtinfo.ca.gov/careers)

## EMPLOYMENT OPPORTUNITY

**JOB TITLE:** BUSINESS SYSTEMS ANALYST

**LOCATION:** SAN FRANCISCO, CA

**JOB REQUISITION:** 2812

### OVERVIEW

The Information Services Division (IS) is responsible for planning, coordinating, and implementing statewide technology initiatives for the judicial branch. It provides direct support for all technology applications and services used by the AOC and appellate courts. It also is responsible for collecting and maintaining statewide judicial statistics.

In accordance with Senate Bill 1732 (Trial Court Facilities Act of 2002), the Judicial Council will represent the state in all negotiations with the counties regarding the disposition and transfer of trial court facilities from the counties to the state.

To support this groundbreaking initiative, the Business Systems Analyst position will be responsible for the review and analysis of technology requests and for identifying issues related to the development and maintenance of branch-wide information technology, which support business functions at the AOC and the courts. This position will be expected to provide project leadership for the IS Division and support the Office of Court Construction and Management (OCCM) department on the selection and implementation of tools to support their business requirements.

### RESPONSIBILITIES

- User Support in troubleshooting both application and business process issues;
- Document business process using standard business process and data flow diagrams;
- Develop gap analysis for business process to software business process;
- Using standard methodologies, analyze user operational procedures to develop functional systems requirements, and advise and instruct other staff responsible for such development;
- Coordinate and conduct user support and training;
- Develop testing criteria, test plans, test scripts and test cases for new system implementations and enhancements, and track problems and resolutions;
- Identify and document application integration requirements;
- Identify innovative solutions to business issues in technical development; and
- Application configuration.

Occasional work during non-business hours (evenings, weekends, and holidays) to respond to information systems emergencies or to complete critical tasks will be required. The successful candidate may be required to travel statewide or out of state as necessary

## **QUALIFICATIONS**

Equivalent to possession of a bachelor's degree, preferably with major course work in information systems, computer science, public or business administration and two years of experience in business or systems analysis, design, operational or system documentation development, and workflow analysis/process re-engineering.

Additional experience may be substituted for the education on a year for year basis. Possession of a related post-graduate degree may be substituted for one year of experience.

OR

Two years as a Staff Analyst with the judicial branch in information systems.

Knowledge of:

- Standard Business Analysis documentation;
- Principles and techniques of program software application design, testing, and system documentation; and
- Principles and techniques of project management;

Ability to:

- Conceptualize and integrate systems within an enterprise-wide information systems architecture;
- Use software development tools, languages, and report generators;
- Communicate effectively, orally and in writing;
- Ability to develop data flow diagrams, swim lane diagrams, and business process diagrams;
- Prepare effective written materials for purposes of user and system documentation; and
- Establish and maintain effective working relationships with those contacted in the course of the work.

## **DESIRABLE QUALIFICATIONS**

- Experience with implementation and support of ERP systems; and
- Experience with developing new business systems in complex organizations.

## **HOW TO APPLY**

To ensure consideration of your application for the earliest round of interviews, please apply immediately, however this position will remain open until filled. To complete an online application, please visit our Web site at [www.courtinfo.ca.gov/careers](http://www.courtinfo.ca.gov/careers) select job category "Info Systems & Technology", and search for Job Req #2812, Business Systems Analyst. This position requires the submission of our official application and response to the supplemental questions.

OR

To obtain a printed application, please visit:

Administrative Office of the Courts  
455 Golden Gate Avenue, 7th Floor  
San Francisco, California 94102-3660  
415-865-4272 Telecommunications Device for the Deaf

## **PAY AND BENEFITS**

### **SALARY RANGE**

\$6,039 - \$7,707 per month

(Starting salary may vary between \$6,039 and \$6,643 per month)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$105 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(K) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

**The Administrative Office of the Courts Is an Equal Opportunity Employer.**

## Supplemental Questionnaire For Business Systems Analyst (Job Req-2812)

Your answers to this supplemental questionnaire must be returned with your application in order for your application to be considered for review.

The questionnaire is intended to provide more detailed information about your work experience and will allow us to better assess your qualifications. Your answers to all of the questions should be no longer than two pages in total. In each of your responses, please indicate for which employer you performed these functions.

1. Please illustrate your workflow analysis/process reengineering experience with previous projects. What were your specific work products?
2. What is the process you use to facilitate an understanding of a client's business requirements. What were the tools you use to communicate that understanding back to the client?
3. Please describe your experience, if any, with large scale integrated enterprise systems implementations and support. What was your specific role and what were the work products you developed in that role?